

Mountaincow Professional Invitation Software for Carlson Craft Dealers Frequently Asked Questions

Q: Can I use the software for my in-store custom printing as well as submitting jobs to Carlson Craft?

A: Yes, the software is a complete invitation design and printing package that can provide full in-store printing capabilities. The software can be used with any stationery for an unlimited number of design possibilities.

Q: How many templates are included with the software?

A: The software currently includes 15 complete ensemble layout designs from the Carlson Craft Pockets album which can be completely customized using the software. The software also includes over 500 templates for use with imprintable stationery by Masterpiece Studios, and hundreds of other projects for use with blank stock from other manufacturers.

Q: Can I submit any job to Carlson Craft or only jobs based on Carlson Craft templates?

A: Currently you can only submit jobs to Carlson Craft based on Ensemble Layouts for the Pockets album. Mountaincow and Carlson Craft are working to make additional content available for Carlson Craft printing.

Q: What can I personalize on a Carlson Craft layout?

A: You can change the text wording, formatting and style, choose different fonts, change the color of text and graphics, select different motifs, add customer-provided artwork, and otherwise personalize all the stationery in the project. You cannot change the size of the cards when submitting jobs to Carlson Craft without prior approval from the Carlson Craft estimating department.

Q: Can I submit envelope addresses to Carlson Craft for printing?

A: Yes, all the names in your project's Mailing List will be included in the PrintingPress project file you submit to Carlson Craft for addressed envelope printing.

Q: Can I submit names to Carlson Craft for V.I.P. tab printing?

A: Yes, all the names in your project's Mailing List will be included in the PrintingPress project file you submit to Carlson Craft for V.I.P. tab printing. Note that V.I.P. tabs use the Inner Envelope Names in the customer's address.

Q: Can I import names and addresses if my customer emails me a file?

A: Yes, you can import names and addresses provided in Microsoft Excel or Word format. Detailed instructions are available on the Mountaincow website in the Technical Support Center.

Q: Will the imprint colors exactly match the printed samples from the album?

A: Imprint colors from the PrintingPress software are not be guaranteed to exactly match the printed colors shown in the Carlson Craft Pockets album.

Q: Can I use any font in my project?

A: Yes, you can use the software to design your project using any font that is installed on your computer. The project file will convert font characters to outlines so Carlson Craft can print your project without needing to have the font installed on their computers.

Q: Does the software run on Macintosh computers?

A: The software runs on Windows XP and Vista. Our software does not run native on a Mac, but you can run it if you bought an Intel Mac and boot it into Windows XP using *Parallels Desktop for Mac* software, which is available for purchase on Amazon.com. This is a supported configuration, but please note that it will only work on an Intel Mac.

Q: How do I contact Mountaincow?

A: For technical support when installing the software or using the software to personalize Carlson Craft templates, contact Mountaincow by choosing Technical Support in the Help menu to visit Mountaincow's technical support center at <http://www.mountaincow.com/support.html>.

Q: How do I contact Carlson Craft to purchase the software and albums?

A: For assistance placing software and album orders contact the Carlson Craft Sales Division at Soft Creek Hills, 800-580-1707 or service@softcreekhills.com.

Q: How do I contact Carlson Craft estimating to place print orders?

A: For assistance placing print orders, contact the Carlson Craft Social Division, Estimating department at 866-860-6214 or mountaincow@carlsoncraft.com. To submit artwork to Carlson Craft for printing, choose *Email for Printing*, *PrintingPress Project File* in the *File* menu to email your *PrintingPress* project file to mountaincow@carlsoncraft.com.